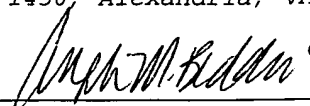




#5/a  
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PATENT 524-04

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

I hereby certify that this correspondence is being deposited with the U.S. Postal Service as first class mail in an envelope addressed to Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on May 4, 2004.

  
Angela M. Beddawi

Appl No. : 10/035,806  
Applicant : Shlomo Varsano  
Filed : November 8, 2001  
Title : METHOD AND APPARATUS FOR AUTOMATED  
SERVICE LEVEL AGREEMENTS

TC/A.U. : 1752  
Examiner : Glenton B. Burgess

Docket No. : 47240/LTR/I281  
Customer No. : 23363

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Technology Center 2100

PRELIMINARY AMENDMENT

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Post Office Box 7068  
Pasadena, CA 91109-7068  
May 4, 2004

Commissioner:

Please amend the above-identified application as follows:

**Amendments to the Claims** are reflected in the listing of claims which begins on page 2 of this paper.

**Remarks/Arguments** begin on page 29 of this paper.

05/10/2004 AOSMAN1 00000033 10035806

01 FC:1201	86.00 OP
02 FC:1202	270.00 OP
03 FC:1203	290.00 OP